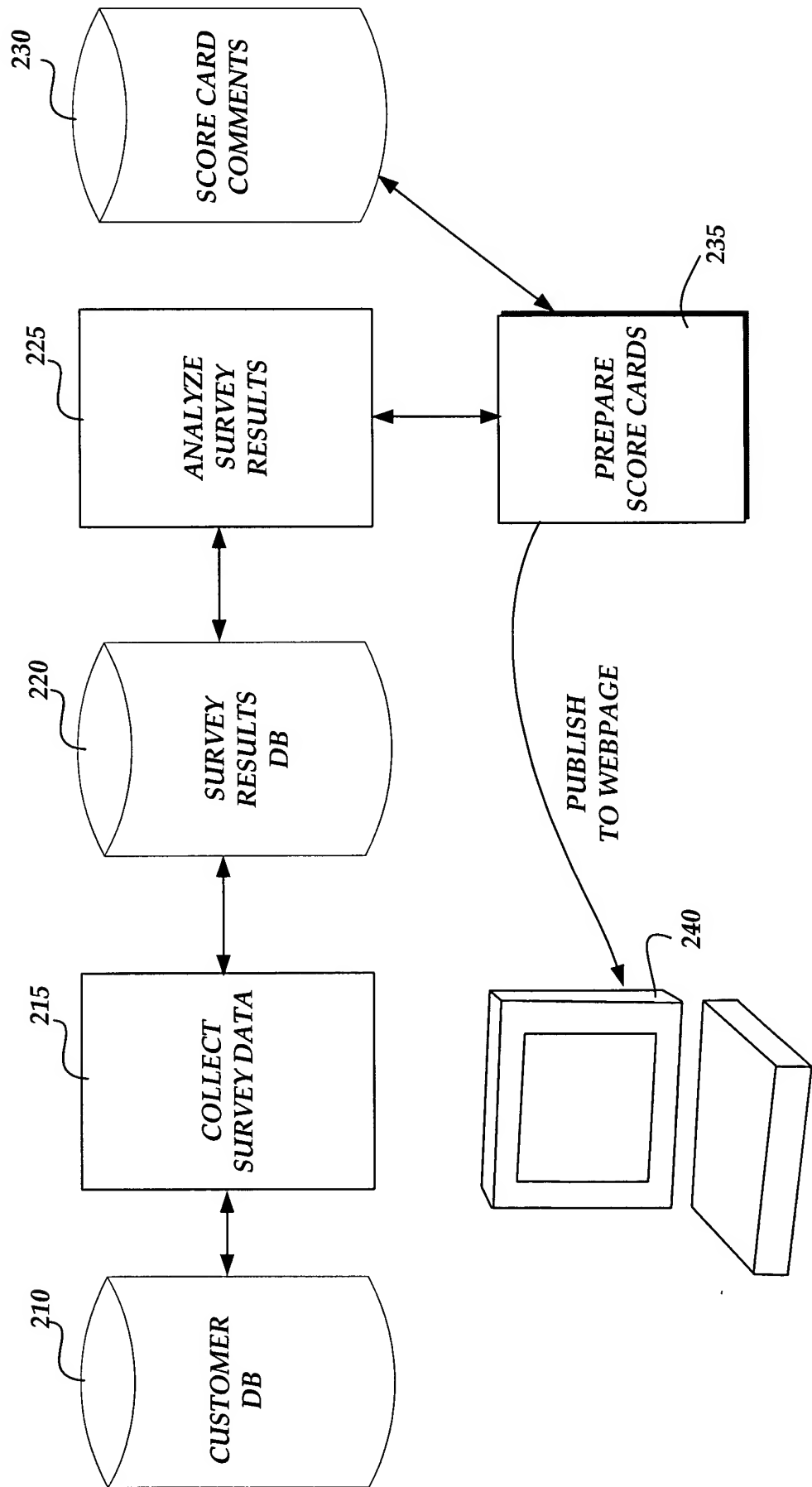


*Fig. 1*



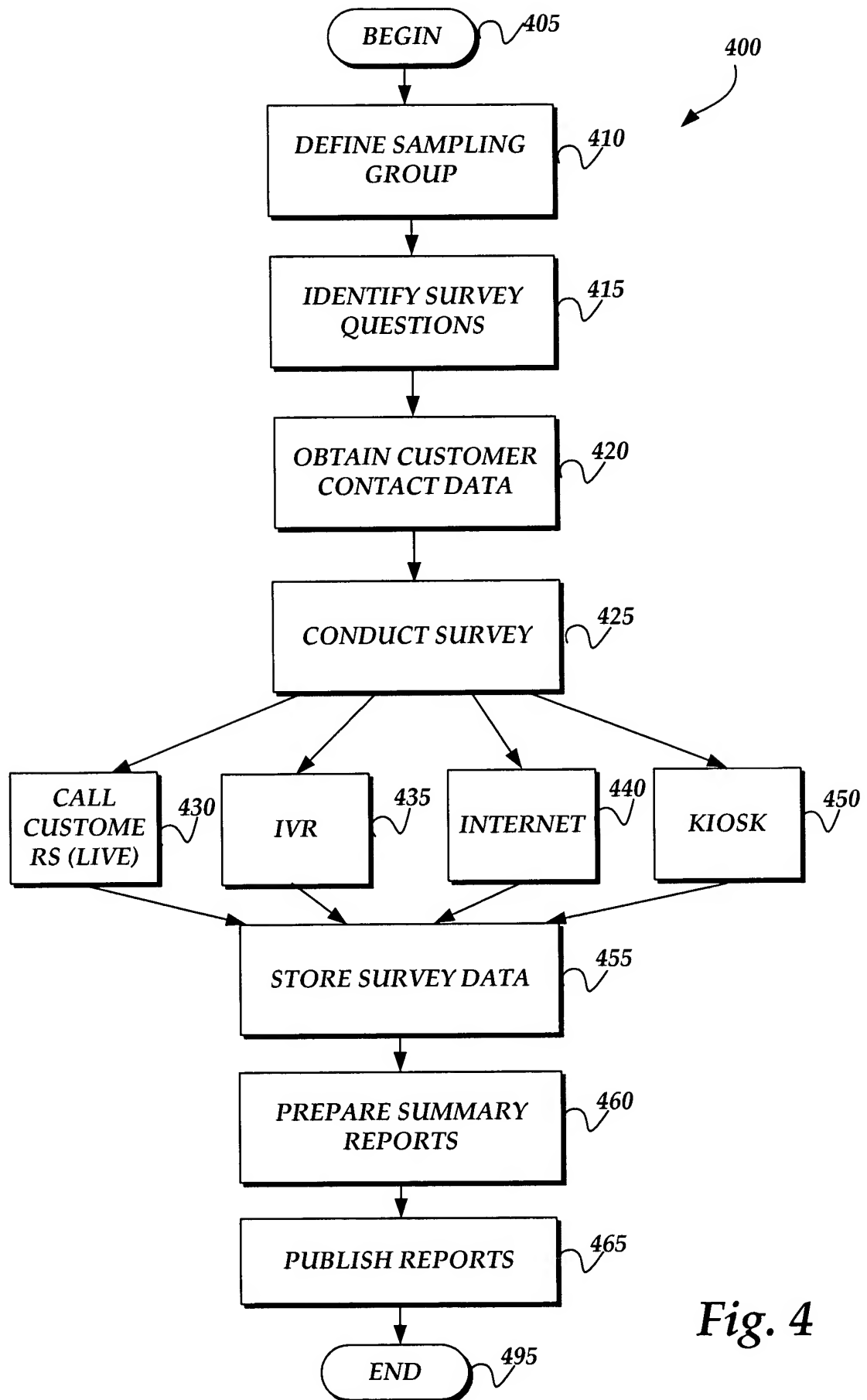
*Fig. 2*

## SURVEY QUESTIONS

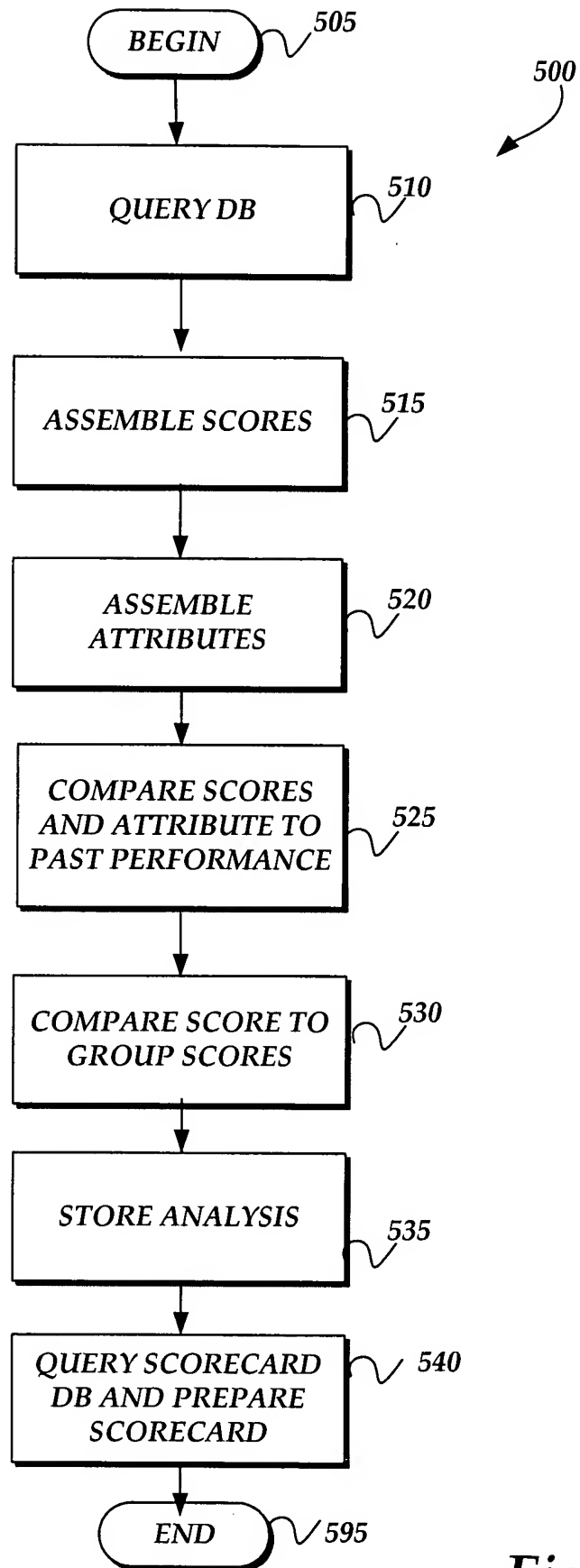
300

- ① *Please rate the overall service you received.  
Outstanding, press 1. Very good, press 2.  
OK, press 3. Unsatisfactory, press 4.*
- ② *Was the technician on time?  
Yes, press 1. No, press 2.*
- ③ *Technician knowledgeable?  
Outstanding, press 1. Very good, press 2.  
OK, press 3. unsatisfactory, press 4.*
- ④ *Technician's Attentiveness  
Outstanding, press 1. Very good, press 2.  
OK, press 3. unsatisfactory, press 4.*
- ⑤ *Technician's Attitude  
Friendly, press 1.  
Rude, press 2.  
Helpful, press 3.*
- ⑥ *Other*

*Fig. 3*



*Fig. 4*



*Fig. 5*

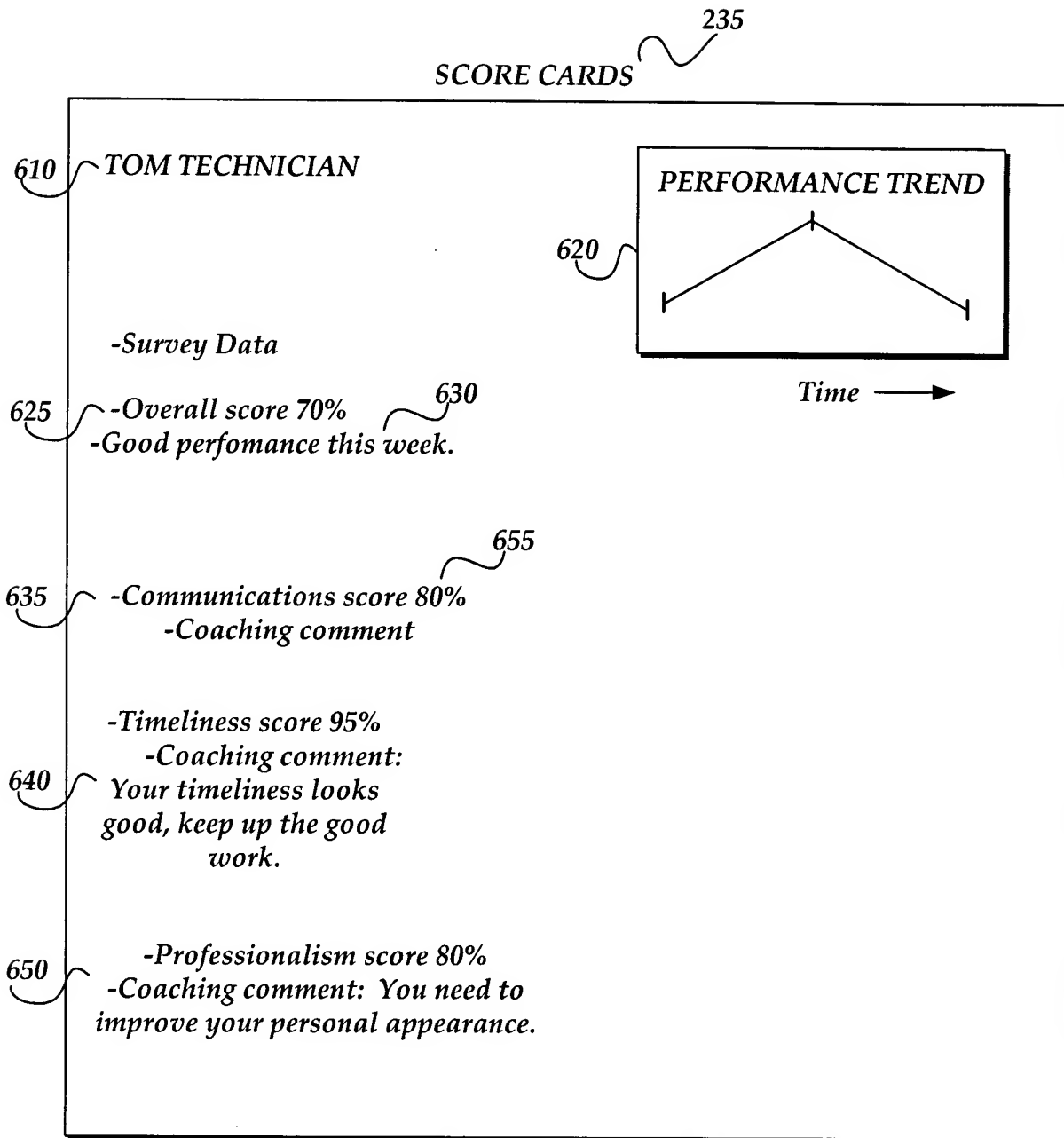


Fig. 6